

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

***SPO Price List No. 01-17 (Kauai)**

*Update includes Change Nos. 1, 2, 3, and 4

Revised: July 9, 2004

**REPAIR SERVICES FOR PERSONAL COMPUTERS, PC PRINTERS
AND RELATED EQUIPMENT ON THE ISLAND OF KAUAI**

(IFB-00-041-K)

December 1, 2000 to November 30, 2004

*PRICELIST WILL NOT BE EXTENDED BEYOND NOVEMBER 30, 2004
EFFECTIVE DECEMBER 1, 2004, STATE AGENCIES ON KAUAI SHALL PURCHASE THEIR
REQUIREMENTS FOR THESE SERVICES USING SMALL PURCHASE PROCEDURES.*

ATTACHMENTS: **PC Repair Service Application Form** (page 9)
 PC Repair Service Request Form (page 10)
 Details of Scope of Work (pages 11-14)

STATE'S COMMITMENT. Agencies of the following purchasing jurisdictions are required to purchase from this price list:

- Executive Branch
- University of Hawaii
- Kauai County
- Kauai County Council

EXCEPTION TO THE PRICE LIST. When the use of the price list is not suited to an agency's purpose, the appropriate purchasing jurisdiction may grant an exception to purchase outside of the price list. Executive Branch agencies shall use SPO Form 5 (dated 9/18/96 or later), "Request for Authorization to Purchase Outside of the Price List", for this purpose.

Equipment maintained under the State's Information and Communication Services Division's self-maintenance program, currently or at any time during the life of the price list, is exempt from this price list and a waiver to purchase outside of the price list is not required.

POINT OF CONTACT. Questions regarding the services listed herein should be directed to the vendor. Procurement questions or complaints may be directed as follows:

Jurisdiction	Name	Telephone	FAX	E-mail
Executive Br.	Marc Yamamoto	586-0569	586-0570	marc.yamamoto@hawaii.gov
U.H.	Jamie Wong (primary)	956-8687	956-2093	jamiew@hawaii.edu
	Rod Sakuma (alternate)	956-8687	956-2093	rods@hawaii.edu
Kauai Council	Peter Nakamura	241-6357	241-6349	pnakamura@kauaigov.com
Kauai County	Florence Kakuda	241-6294	241-6297	fkakuda@kauaigov.com
	Elmer Muraoka	241-6295	241-6297	emuraoka@kauaigov.com

USE OF PRICE LIST BY NONPROFIT ORGANIZATIONS. Pursuant to Section 103D-804, Hawaii Revised Statutes (HRS), nonprofit organizations with current purchase of service contract(s) (Chapter 42D or 103F, HRS) have been invited to participate in the State Procurement Office's (SPO) price lists.

If a nonprofit organization (hereinafter called "nonprofit") wishes to purchase from a SPO price list, the nonprofit must obtain approval from each price list vendor, i.e., participation must be mutually agreed upon. A price list vendor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and price list vendor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a price list vendor.

PRICE LIST AVAILABLE ON HAWAII FYI. Agencies may retrieve a copy of this price list via the State's Hawaii FYI electronic gateway by dialing one of the following modem numbers: Hawaii – 974-6640, Kauai – 274-3600, Maui – 984-2000, Oahu – 587-4800.

At the main menu select *Hawaii Internet Services Menu*, then select *State Price Lists* for the current listing. If assistance is required to access Hawaii FYI, call the ICSD Assistance Center at 586-1919 from Oahu and 1-800-252-1132 from the neighbor islands.

This price list is also available on the Internet at <http://www.state.hi.us/icsd/dags/spo.html>, the State of Hawaii Internet Home Page address.

VENDOR: **Office Products Technician**
Contact Person: Mr. Robert W. Yoshida

Purchase Order & Remittance Address:

4303 Rice Street, Suite C5
Lihue, Kauai 96766

Telephone: (808) 246-4550

Facsimile: (808) 246-6716

VENDOR CODE for annotation on purchase orders are obtainable from the "Alphabetical Vendor Edit Table Report" available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order. Therefore, when processing an invoice for payment, be sure that the correct vendor code is used.

UNIT PRICES include the following, EXCEPT the State General Excise Tax (GET), currently 4%, which agencies are advised to add to the total amount of the purchase order:

- Initial registration and certification of the working order of equipment by the vendor.
- All labor, tools, equipment, parts, transportation, supervision required for the furnishing of the repair services.
- Preventive maintenance during principal period of repair contract.
- Time spent by repair personnel at the site awaiting the arrival of parts, etc.
- Repair occasioned by the recurrence of the same malfunction repaired in the preceding forty-eight (48) hour period.

Unit prices are the all-inclusive cost to the State, with the exception of the State GET.

EQUIPMENT INVENTORY. Prior to purchasing an annual repair service contract, agency is requested to inventory and compile a register of all equipment to be placed under the contract. The register is to be used to prepare the initial purchase order for the repair service.

PURCHASE ORDERS shall be issued on an as needed basis during the price list period. It is the responsibility of each agency to insure timely issuance of purchase orders. Vendor is not obliged to accept any order received after the price list expiration date; however, shall fill timely orders for which work may extend beyond the expiration date.

Repair services shall be ordered and paid for on an annual basis, effective for twelve months from the date of acceptance by the vendor at the Annual Unit Bid Price for all items listed on the purchase order.

*To facilitate an agency's application for signing equipment on to this contract, the agency shall complete the **PC Repair Service Application Form (page 9)** and submit with their purchase order to the vendor for processing.*

*To facilitate repair services, the agency shall complete the **PC Repair Services Request Form (page 10)** and fax it to the vendor.*

An agency may withdraw equipment from maintenance coverage upon thirty (30) days written notice to the vendor. Thereupon the vendor shall immediately refund the agency the appropriate pro-rated fees.

“**SPO PL No. 01-17**” must be typed on purchase orders issued against this price list.

SCOPE OF WORK. Refer to the attachment ***Details of Scope of Work (pages 11 – 14)*** for information on the work to be performed by the vendor.

INSPECTION OF REPAIR WORK COMPLETED. Agencies are advised to inspect repair work completed immediately upon receipt and report any discrepancies to the vendor within five (5) working days from repair completion date.

RE-EXECUTION OF WORK. Vendor shall re-execute any work that fails to conform to the requirements of the contract that appears during the course of the work, and shall immediately remedy any defects due to faulty workmanship by the vendor.

INCORRECT DIAGNOSIS. If vendor's repair personnel determines that the equipment malfunction is not an equipment problem and the agency calls another vendor to diagnose the problem, and the final determination is that the malfunction was, in fact, caused by the equipment, then the price list vendor will provide a written report to the State outlining the circumstances of the incorrect diagnosis. Price list vendor shall reimburse the State for any additional repair service expenses incurred as a result of the incorrect diagnosis.

REMEDIES. If Contractor is unable to restore failing equipment, or equipment's replacement, to good working order (as specified by the manufacturer) within three (3) efforts within a seven (7) calendar day period, the State may recover liquidated damages as specified herein.

LIQUIDATED DAMAGES are as follows and apply to each equipment and to each and every work day the vendor delays in the completion of the work:

Class 1 Repair Service: FIFTY DOLLARS (\$50.00)

Class 2, 3 and 4 Repair Service: TWENTY-FIVE DOLLARS (\$25.00)

WARRANTY. All equipment replaced as a result of repair services shall be guaranteed by the vendor for a minimum one (1) year period from acceptance by the State, or for the period guaranteed by the manufacturer, whichever is longer.

The warranty shall guarantee against defects resulting from the use of defective or inferior materials, from negligent workmanship, and from all defective design and manufacturing. Items under warranty shall be replaced or repaired by the vendor at the user's site of the installed product with equal or better parts at no cost to the State, provided such defects are not due to abuse or negligence on the part of the State.

/s/ Robert J. Govers

ROBERT J. GOVERNS, CPPB
Procurement Officer

Equipment Categories	Class 1 7 Work Days/Week 24 Hours Within 2 to 4 Hours	Class 2 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 4 to 8 Hours	Class 3 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 2 Business Days	Class 4 5 Work Days/Week 7:30 a.m. – 4:30 p.m. Within 5 Business Days
	Annual Bid Price	Annual Bid Price	Annual Bid Price	Annual Bid Price
<u>Desktop or Tower Type PCs</u> Equipment Category 1	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. ISA/386 < 500 MB Hard Drive	\$185.00	\$165.00	\$150.00	\$140.00
b. ISA/386 > = 500 MB Hard Drive	\$185.00	\$165.00	\$150.00	\$140.00
c. ISA/486 < 500 MB Hard Drive	\$190.00	\$165.00	\$150.00	\$140.00
d. ISA/486 > = 500 MB Hard Drive	\$190.00	\$165.00	\$150.00	\$140.00
Equipment Category 2	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. ISA/Pentium < 500 MB Hard Drive	\$195.00	\$170.00	\$155.00	\$145.00
b. ISA/Pentium > = 500 MB Hard Drive	\$195.00	\$170.00	\$155.00	\$145.00
Equipment Category 3	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. ISA/Pentium II < = 4 GB Hard Drive	\$205.00	\$180.00	\$160.00	\$150.00
b. ISA/Pentium II > 4 GB Hard Drive	\$205.00	\$180.00	\$160.00	\$150.00
Equipment Category 4	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. ISA/Pentium III < = 6 GB Hard Drive	\$225.00	\$200.00	\$175.00	\$165.00
b. ISA/Pentium III > 6 GB Hard Drive	\$225.00	\$200.00	\$175.00	\$165.00

Equipment Categories	Class 1 7 Work Days/Week 24 Hours Within 2 to 4 Hours	Class 2 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 4 to 8 Hours	Class 3 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 2 Business Days	Class 4 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 5 Business Days
	Annual Bid Price	Annual Bid Price	Annual Bid Price	Annual Bid Price
<u>Desktop or Tower Type PCs</u> Equipment Category 5	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. MCA/386 < 500 MB Hard Drive	\$200.00	\$190.00	\$180.00	\$175.00
b. MCA/386 > = 500 MB Hard Drive	\$200.00	\$190.00	\$180.00	\$175.00
c. MCA/486 < 500 MB Hard Drive	\$225.00	\$205.00	\$195.00	\$185.00
d. MCA/486 > = 500 MB Hard Drive	\$225.00	\$205.00	\$195.00	\$185.00
Equipment Category 6	NO AWARD	NO AWARD	NO AWARD	NO AWARD
a. MCA/Pentium < 500 MB Hard Drive				
b. MCA/Pentium >= 500 MB Hard Drive				
<u>Wang Manufactured PCs</u> Equipment Category 7	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. ISA/386 < 500 MB Hard Drive	\$285.00	\$250.00	\$220.00	\$200.00
b. ISA/386 > = 500 MB Hard Drive	\$285.00	\$250.00	\$220.00	\$200.00
c. ISA/486 < 500 MB Hard Drive	\$300.00	\$265.00	\$250.00	\$225.00
d. ISA/486 > = 500 MB Hard Drive	\$300.00	\$265.00	\$250.00	\$225.00
Equipment Category 8	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. ISA/Pentium < 500 MB Hard Drive	\$135.00	\$128.00	\$115.00	\$108.00
b. ISA/Pentium > = 500 MB Hard Drive	\$135.00	\$128.00	\$115.00	\$108.00
<u>MacIntosh PCs</u> Equipment Category 9	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. MAC Desktop	\$225.00	\$215.00	\$200.00	\$180.00
b. MAC Laptop	\$325.00	\$315.00	\$300.00	\$280.00
c. MAC G3	\$300.00	\$285.00	\$260.00	\$240.00
d. MAC G4	\$350.00	\$335.00	\$315.00	\$300.00

Equipment Categories	Class 1 7 Work Days/Week 24 Hours Within 2 to 4 Hours	Class 2 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 4 to 8 Hours	Class 3 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 2 Business Days	Class 4 5 Work Days/Week 7:30 a.m. – 4:30 p.m. Within 5 Business Days
	Annual Bid Price	Annual Bid Price	Annual Bid Price	Annual Bid Price
<u>Notebooks/Laptops</u> Equipment Category 10	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. 486 < 500 MB Hard Drive	\$325.00	\$305.00	\$290.00	\$275.00
b. 486 > = 500 MB Hard Drive	\$325.00	\$305.00	\$290.00	\$275.00
c. Pentium < 2 GB Hard Drive	\$370.00	\$355.00	\$325.00	\$300.00
d. Pentium > = 2 GB Hard Drive	\$380.00	\$360.00	\$330.00	\$305.00
<u>Supplemental Pricing – Monitors</u> Equipment Category 11	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. VGA/SVGA 17"	\$80.00	\$75.00	\$70.00	\$60.00
b. VGA/SVGA 19"	\$155.00	\$145.00	\$140.00	\$130.00
c. VGA/SVGA 21"	\$185.00	\$175.00	\$165.00	\$155.00
<u>Printers</u> Equipment Category 12	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. Laser < 9 PPM	\$220.00	\$205.00	\$195.00	\$170.00
b. Laser > 8 PPM	\$220.00	\$205.00	\$195.00	\$170.00
c. Dot Matrix (Standard Body)	\$100.00	\$90.00	\$80.00	\$70.00
d. Dot Matrix (Wide Body)	\$100.00	\$90.00	\$80.00	\$70.00
e. Ink Jet	\$100.00	\$90.00	\$80.00	\$70.00
f. Impact Printer	\$100.00	\$90.00	\$80.00	\$70.00
<u>Modems</u> Equipment Category 13	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. Speed 28.8 Kbps	\$30.00	\$26.00	\$24.00	\$20.00
b. Speed 56 Kbps	\$48.00	\$43.00	\$40.00	\$35.00

Equipment Categories	Class 1 7 Work Days/Week 24 Hours Within 2 to 4 Hours	Class 2 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 4 to 8 Hours	Class 3 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 2 Business Days	Class 4 5 Work Days/Week 7:30 a.m. – 4:30 p.m. Within 5 Business Days
	Annual Bid Price	Annual Bid Price	Annual Bid Price	Annual Bid Price
<u>CD ROM Drives</u> Equipment Category 14	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN	OFFICE PRODUCTS TECHNICIAN
a. IDE < 20x	\$65.00	\$60.00	\$50.00	\$40.00
b. IDE > 19x	\$65.00	\$60.00	\$50.00	\$40.00
c. SCSI < 20x	\$85.00	\$80.00	\$70.00	\$70.00
d. SCSI > 19x	\$85.00	\$80.00	\$70.00	\$70.00
<u>CD-RW</u> Equipment Category 15	NO AWARD	NO AWARD	NO AWARD	NO AWARD
a. 2x2x20				
b. 4x4x20				
c. 4x4x24				
d. 6x4x24				
<u>DVD</u> Equipment Category 16	NO AWARD	NO AWARD	NO AWARD	NO AWARD
a. DVD Players				

<u>TIME AND MATERIAL REPAIRS</u>	<u>ON-SITE REPAIRS</u> Hourly Labor Rate	<u>CARRY-IN REPAIRS</u> Hourly Labor Rate
PC's & Miscellaneous Equipment Categories 1 – 8, 10, 11, 13, & 14	NO AWARD	NO AWARD
MacIntosh PC's Category 9	NO AWARD	NO AWARD
Printers Category 12	NO AWARD	NO AWARD

PC REPAIR SERVICE APPLICATION FORM
STATE OF HAWAII, SPO Price List No. 01-17 (Kauai)

State of Hawaii

PC REPAIR SERVICE REQUEST FORM STATE OF HAWAII, SPO Price List No. 01-17 (Kauai)

Requester Complete the Following:

Account No. _____ Request Date: _____ Time: _____ New Request: Yes ___ No ___
Requester's Name: _____ Title: _____
Supervisor's Name: _____ Title: _____
Requester's Telephone Number: _____ Extension: _____ Fax Number: _____
Requester's Email: _____ Requester's Work Hours: _____
Requester's Location: _____ Floor: _____ Room No.: _____
Equipment Manufacturer: _____ Model No.: _____ Type: _____
Equipment Serial Number(s): _____
Nature of Request: _____
(in own words what _____
is the equipment _____
doing or not doing). _____
How long has this been occurring? New Occurrence: _____ Intermittent: _____ Equipment Shut Down: _____
How often is this equipment used during normal work hours? Continually: _____ Occasionally: _____ Seldom: _____

Please fax (1) request per event to Office Products Technician @ (808) 246-6716

Office Products Technician Complete the Following:

Dispatch Number: _____ Date Received: _____ Time: _____ By: _____
Requester Telephone Contact Date/Time: _____ Scheduled Onsite Date/Time: _____
Equipment Disposition: _____

Approvals: OPT: _____ Date: _____ SOH Contact: _____ Phone No.: _____ Date: _____

DETAILS OF SCOPE OF WORK

PC Repair Service Application Form (attachment, page 9)

Agencies shall prepare the attached PC Repair Service Application Form and submit together with their purchase order when signing equipment on to repair service contract.

PC Repair Service Request Form (attachment, page 10)

*Agencies shall prepare the attached **PC Repair Service Request Form** and transmit the form to the vendor by facsimile at the time of the repair service request.*

Standard On-Site Repair

Repair service shall consist of **on-call repair service**. The vendor shall perform repairs that restore the equipment to working order. All repairs shall be in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures. Repair service shall include lubrication, adjustments, and replacement of worn or malfunctioning parts, all as deemed necessary in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures.

Replacement Parts

Replacement parts shall be new or equivalent to new in performance and function; must meet or exceed original equipment manufacturer's performance and quality specifications for each individual model.

Parts and components must be fully compatible and require no special hardware or software modifications in order to function with State equipment. Parts must also function properly and require no special modifications to operate with all versions of Microsoft Windows, OS/2, UNIX, NetWare, Banyan, and Wang software. Any part or component found not to be 100% compatible may be rejected.

If your agency requires *Original Equipment Manufacturer (OEM)* replacement parts, you must advise the vendor of this requirement at the time you purchase the annual contract. If the vendor is unable to provide this type of support for the specific piece of equipment, the vendor must advise you of this so that you can make other arrangements for the service. If you need to purchase the service from a vendor outside of the price list, submit a SPO Form 5.

Parts Not Available Locally

For Classes 1, 2, and 3 repair service, in the event a failing component, assembly, or part is not available from the Contractor's local parts inventory, the vendor will be required to ship the replacement component or part to Hawaii and deliver it to the State's site within twenty-four (24) hours after identification for replacement.

For printers and monitors, in the event equipment is inoperative, or vendor estimates equipment to be inoperative for more than the stated repair period for the applicable class of repair service,

and the replacement part is not available from the local parts inventory, the vendor shall provide comparable equipment (loaner) for temporary use at no additional cost to the State until the failed equipment is repaired.

When the system is operational but not fully functional, replacement for the failing component, assembly, or part must be at the State's site within twenty-four (24) hours of identifying the need for replacement or repair.

The State will be the sole judge in determining if the system is not operational, or is operational but not fully functional. In all cases, the vendor shall provide equipment in the manner described herein. The State shall have sole discretion in allowing additional time for the delivery of components.

Proprietary Boards

Proprietary board(s) furnished must be of the latest revision released by the manufacturer. Exceptions may be made if the older revisions do not hinder performance. If newer revisions provide a modification to fix an existing problem, then the new revisions must be provided.

Disposal of Parts

With the exception of hard drives, the vendor is responsible for the disposal of any malfunctioning parts removed from State PC equipment. In the event of hard drive failure, the vendor must notify the agency that their hard drive cannot be repaired and must be replaced. The malfunctioning hard drive must then be turned over to the agency for possible data recovery actions.

Repair Reports

The vendor shall furnish a repair report to the supervisor at the equipment installation site upon completion of each service call. The report shall include, but is not limited to the following:

- Date and time vendor was notified;
- Date and time vendor's arrived at the site;
- Type and model number(s) of equipment repaired;
- Time spent for repair;
- Description of malfunction;
- List of parts replaced;
- Signature of person performing repair/maintenance;
- Date and time of turnover to State and signature of State personnel accepting the work.

Safeguard of Data

The vendor is required to ensure that appropriate safeguards are taken to protect any and all confidential data.

Equipment to be Serviced

Vendor is responsible for servicing all equipment installed into the PC regardless of the configuration, including communications cards such as a 3270 card, Wang Local Office Connection (WLOC) card, and a LAN NIC card. Examples of typical State PC configuration:

- A standard Intel 486 PC containing a 300 to 500 MB Hard Drive, 8 to 16 MB of Memory, a 15" color monitor, keyboard, and a 3.5" floppy drive.
- A standard Pentium PC containing a 1.6 GB Hard Drive, 16 to 32 MB of Memory, a 17" color monitor, keyboard, and a 3.5" floppy drive.
- Macintosh personal computers also include the keyboard and up to a 17" monitor.

External peripherals and monitors larger than 17" **are not** considered standard equipment installed into a PC. For PCs that have monitors larger than the standards listed above, refer to price schedule, page 7, Equipment Category 11, for **supplemental pricing**.

Classes of Repair Service

Each class represents different periods of repair:

- ***Class 1 Repair Service - 24 x 7 Repair Service:*** period of twenty-four (24) hours a day, seven (7) days a week, including State-observed holidays. Repairs required to be completed within 2 to 4 hours after the initial service call is placed.
- ***Class 2 Repair Service*** period of 7:30 AM to 4:30 PM, Monday through Friday, except State-observed holidays. Repairs required to be completed within 4 to 8 hours after the initial service call is placed.
- ***Class 3 Repair Service*** period of 7:30 AM to 4:30 PM, Monday through Friday, except State-observed holidays. Repairs required to be completed within 2 business days after the initial service call is placed.
- ***Class 4 Repair Service*** period of 7:30 AM to 4:30 PM, Monday through Friday, except State-observed holidays. Repairs required to be completed within 5 business days after the initial service call is placed.

Response Time

Vendor is required to provide prompt response to requests for repair service and to have its phone line open to receive calls for Class 1 Repair Service 24 hours per day, every day of the year.

Vendor is required to acknowledge all service requests by telephone within sixty (60) minutes from the time the service request is made. If the service request is made outside of the Class' Period of Repair, telephone acknowledgment of request for service shall be made by 8:30 a.m. the following State work day.

Hierarchy of Repair Support

- Initial Level Technical Support. The Customer Engineer that normally responds to customer's call for repair service.

- **Second Level Technical Support.** A specialist with additional training and/or experience who specializes in providing diagnostic assistance and/or repair expertise when a service call is particularly difficult.

If, after vendor's initial level technical support responds on-site to a repair call, and the equipment malfunction is not diagnosed and repaired within two (2) hours of the time of arrival, the vendor is required to dispatch its second level technical support.

Work Not Covered Under the Price list

The following are not covered under the price list.

- Furnishing supplies, painting or refinishing the equipment, and providing material thereof.
- Electrical work external to the equipment or installation, repair or removal of alterations, attachments or other devices not furnished or recommended by the manufacturer or vendor.
- Repair of equipment including replacement of damaged components, assemblies, and/or parts, when damage is due to accidents caused by misuse, neglect or malicious intent; disasters such as flooding, earthquake, and other acts of God; and other damages resulting from shipment/transportation of equipment, components, assemblies, and/or parts, where the carrier or supplier is determined to be responsible for repair of damages.
- Rearrangement or relocation of equipment.
- Year 2000 (Y2K) software or hardware related problems.